

# "Invalid Logon" when installing new license file in License Administration on Windows 7

Last Modified on 10/06/2022 4:18 am EDT

## Symptom

After successfully logging into License Administration on a computer running Windows 7, choosing a license file to install and then clicking [Next] to view the details of the license might cause this error message:

"Invalid Logon

The username/password combination you entered is invalid. Please try logging in again. Remember that the username and password are both case-sensitive -- please make sure that you do not accidentally have Caps Lock turned on."

## Resolution

To resolve this issue, log out of License Administration, and then enter the following address into Internet Explorer's address bar:

`http://localhost:9999`

This replaces the default address of `http://<servername>:9999`, where `<servername>` is the hostname of the computer running Windows 7 and the LS License Server service.

Next, log into License Administration, choose a license file to install, and then click [Next] to view the details of the license. At this point, the "Invalid Logon" error message should not appear.

## Applies To

OnGuard 2010 (6.4.500) or later  
Windows 7

## Additional Information

None

